

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
United States

## CONTRACT



**Vendor ID 0000011712**  
**GovConnection**  
**706 Milford Rd**  
**Merrimack NH 03054**  
**United States**

<b>Contract ID</b> 0000000000000000000017830		<b>Page</b> 1 of 4
<b>Contract Dates</b> 07/08/2010 to 07/31/2012		<b>Origin</b> CPS
<b>Description:</b> NETWORKING EQUIPMENT AND SERVI		<b>Contract Maximum</b> \$9,999,999.00
<b>Buyer Name</b> McIntyre,John	<b>Buyer Phone</b>	<b>Contract Status</b> Approved

### Phone #:

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
1		CISCO HARDWARE & SOFTWARE	EA	0.00100	0.00	0.00
		HARDWARE AND SOFTWARE PRODUCTS (EXCLUDING SMARTNET)	COST +6%			
		SMARTNET 1 YEAR 8X5 NBD ON ALL ITEMS PURCHASED ON CONTRACT	NO CHARGE			
		SMARTNET ON NEW OR EXISTING PRODUCTS FROM GOVCONNECTION	COST +6%			
2		SERVICE - INSTALLATION AND PRE & PST SALES SUPPORT	EA	0.00100	0.00	0.00

SERVICE IS AVAILABLE FOR ROUTING & SWITCHING SPECIALISTS, DESIGN SPECIALISTS, VPN & SECURITY SPECIALISTS, VOICE AND VIDEO SPECIALISTS, WIRELESS LAN SPECIALISTS.

### RESOURCE

### HOURLY RATE REMOTE ONSITE

ROUTING & SWITCHING SPECIALIST	\$140. HR	\$170. HR
DESIGN SPECIALISTS	\$179. HR	\$209. HR
VPN & SECURITY	\$140. HR	\$170. HR
VOICE AND VIDEO SPECIALIST	\$179. HR	\$209. HR
WIRELESS LAN MANAGER	\$140. HR	\$170. HR

### AFTER HOURS RATE REMOTE ONSITE

ROUTING & SWITCHING SPECIALIST	\$202. HR	\$232. HR
DESIGN SPECIALISTS	\$259. HR	\$289. HR
VPN & SECURITY	\$202. HR	\$232. HR
VOICE AND VIDEO SPECIALIST	\$259. HR	\$289. HR
WIRELESS LAN MANAGER	\$202. HR	\$236. HR

### CONTRACT TERMS AND ADDITIONAL INFORMATION

CONTRACT TERM: CONTRACT IS WRITTEN FOR AN INITIAL TWO YEAR TERM WITH OPTIONS TO EXTEND FOR TWO ADDITIONAL ONE YEAR TERMS. THE INITIAL CONTRACT PERIOD IS JULY 08, 2010 TO JULY 31, 2012.

### PERFORMANCE MEASURES

1. DELIVERY IS REQUIRED WITHIN TWO WEEKS OF ACCEPTANCE OF A PURCHASE ORDER, UNLESS THE CONTRACTOR HAS ADVISED THE CUSTOMER OF AN ALTERNATE DELIVERY SCHEDULE. ( EXAMPLE - LONGER LEADTIME DUE TO MANUFACTUREING CYCLE WHEN ORDERED FROM OEM)  
THE ACCEPTABLE QUALITY LEVEL FOR ON TIME DELIVERY WILL BE 99% ON TIME. THE CUSTOMER WILL REPORT ANY DELIVERIES THAT DO NOT MEET THE CONTRACTORS PROMISED DELIVERY DATE TO THE STATE CONTRACT MANAGER. CONTRACTORS DELIVERY PERFORMANCE WILL BE REVIEWED IN PERIODIC CONTRACT REVIEW MEETINGS BETWEEN THE STATE OF VERMONT (SOV) AND THE CONTRACTOR.
2. THE CONTRACTOR MUST COMPLY WITH THE REPORTING REQUIREMENTS OUTLINED IN THE RFP AND IN THIS CONTRACT. A FAILURE BY THE CONTRACTOR TO COMPLETE THEIR QUARTERLY REPORTING ON TIME FOR TWO CONSECUTIVE QUARTERS WILL RESULT IN A CONTRACT REVIEW WITH POTENTIAL CONSEQUENCES AS SEVERE AS TERMINATION.
3. ORDERING - THE SUPPLIER MUST RESPOND TO CUSTOMER REQUESTS FOR TECHNICAL INFORMATION, PRICING, AND DELIVERY INFORMATION WITHIN 48 HOURS OR LESS OF THE FIRST CONTACT BY THE CUSTOMER. THE CUSTOMER WILL REQUIRE 99% COMPLIANCE TO THIS REQUIREMENT, WITH THE CUSTOMER REPORTING ANY CONTRACTOR NON-COMPLIANCE TO THE STATE CONTRACT MANAGER. THE CONTRACTORS CUSTOMER RESPONSE PERFORMANCE WILL BE REVIEWED IN PERIODIC CONTRACT REVIEW MEETINGS BETWEEN THE SOV AND THE CONTRACTOR.
4. THE CONTRACTOR MUST MAINTAIN THEIR CISCO GOLD CERTIFICATION LEVEL, THE STATE CONTRACT MANAGER WILL CHECK THE CONTRACTORS CERTIFICATION LEVEL / RATING QUARTERLY WITH CISCO. SHOULD THE CONTRACTOR FAIL TO MAINTAIN THE "GOLD" CERTIFICATION THE STATE MAY ELECT TO TERMINATE THE CONTRACT.

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
United States

## CONTRACT



**Vendor ID 0000011712**  
**GovConnection**  
**706 Milford Rd**  
**Merrimack NH 03054**  
**United States**

<b>Contract ID</b> 0000000000000000000017830		<b>Page</b> 2 of 4
<b>Contract Dates</b> 07/08/2010 to 07/31/2012	<b>Origin</b> CPS	
<b>Description:</b> NETWORKING EQUIPMENT AND SERVI	<b>Contract Maximum</b> \$9,999,999.00	
<b>Buyer Name</b> McIntyre,John	<b>Buyer Phone</b>	<b>Contract Status</b> Approved

**Phone #:**

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
--------	---------	-----------	-----	------------	---------	---------

5. FOR CONTRACTOR SUPPLIED NETWORK RELATED SERVICES, THE CONTRACTOR WILL BE REQUIRED TO MEET THE REQUIREMENTS OF AN AGREED TO STATEMENT OF WORK (SOW). THE CONTRACTOR WILL MEET THE REQUIREMENTS OF THE SOW TO AN ACCEPTABLE QUALITY LEVEL (AQL) OF 100%. THE CUSTOMER WILL DETERMINE THE ACCEPTABILITY OF THE WORK TO THE SOW AND ANY FAILURE ON THE PART OF THE CONTRACTOR TO MEET THE REQUIREMENTS WILL BE REPORTED TO THE STATE CONTRACT MANAGER. THE CONTRACTOR'S NETWORK RELATED SERVICES PERFORMANCE WILL BE REVIEWED IN PERIODIC CONTRACT REVIEW MEETINGS BETWEEN THE SOV AND THE CONTRACTOR.

RFQ DATED March 01, 2010 AND RESPONSE TO RFQ DATED MARCH 24, 2010 ARE MADE AS PART OF THIS CONTRACT.

ATTACHMENT C: STANDARD STATE PROVISIONS FOR CONTRACTS AND GRANTS DATED 01/08/2009 AND ATTACHMENT D: STATE OF VERMONT COMMODITY PURCHASES TERMS AND CONDITIONS DATED 01/08/2009 ARE ATTACHED AND INCORPORATED AS PART OF THIS CONTRACT.

QUANTITY: QUANTITIES ARE ESTIMATED ONLY BASED ON PRIOR USAGE AND MAY BE INCREASED OR DECREASED TO MEET ACTUAL REQUIREMENTS.

QUALITY: ALL PRODUCTS PROVIDED UNDER THESE AGREEMENTS WILL BE NEW AND UNUSED, UNLESS OTHERWISE STATED. FACTORY SECONDS OR REMANUFACTURED PRODUCTS WILL NOT BE ACCEPTED UNLESS SPECIFICALLY REQUESTED BY THE PURCHASING AGENCY. ALL PRODUCTS PROVIDED BY THE CONTRACTOR MUST MEET ALL FEDERAL, STATE AND LOCAL STANDARDS FOR QUALITY AND SAFETY REQUIREMENTS. PRODUCTS NOT MEETING THESE STANDARDS WILL BE DEEMED UNACCEPTABLE AND RETURNED TO THE CONTRACTOR FOR CREDIT AT NO CHARGE TO THE STATE. ALL RETURN REQUESTS WITHIN 60 BUSINESS DAYS AFTER RECEIPT BY THE STATE WILL BE GRANTED FOR FULL CREDIT. RETURN REQUESTS OVER 61 DAYS AFTER RECEIPT OF ORDER WILL NOT BE ALLOWED AND THUS SHOULD UTILIZE CISCO'S 1 YEAR WARRANTY ON PRODUCT TO FIX, MAINTAIN, OR REPLACE THE PRODUCT.

METHOD OF ORDERING: PURCHASE ORDERS MUST BE USED TO ORDER ITEMS AVAILABLE UNDER THIS CONTRACT. IF VERBAL ORDERS ARE GIVEN A CONFIRMING PURCHASE ORDER MUST BE ISSUED.

CANCELLATION: THE STATE SPECIFICALLY RESERVES THE RIGHT TO CANCEL THE CONTRACT OR ANY PORTION THEREOF PROVIDING, IN THE OPINION OF ITS COMMISSIONER OF BUILDINGS AND GENERAL SERVICES, THE SERVICES OR MATERIALS SUPPLIED BY THE CONTRACTOR ARE NOT SATISFACTORY OR CONSISTENT WITH THE TERMS OF THE CONTRACT. THE STATE WILL HONOR INVOICES FOR PRODUCT OR SERVICES THAT WERE DELIVERED AND DETERMINED TO BE ACCEPTABLE PRIOR TO CANCELLATION.

DELIVERY: ALL PRICING INCLUDES F.O.B. DELIVERY TO THE ORDERING FACILITY. NO REQUEST FOR EXTRA DELIVERY COST WILL BE HONORED. LIABILITY FOR PRODUCT DELIVERY REMAINS WITH THE CONTRACTOR UNTIL PROPERLY DELIVERED AND SIGNED FOR IN ACCORDANCE WITH THE DIVISION OF PURCHASING AND CONTRACT ADMINISTRATIONS TERMS AND CONDITIONS. SHIPMENTS SHALL BE SECURELY AND PROPERLY PACKED, ACCORDING TO ACCEPTED COMMERCIAL PRACTICE. DELIVERIES, WHICH DO NOT CONFORM TO THE SPECIFICATIONS OR ARE NOT IN GOOD CONDITION UPON RECEIPT, SHALL BE REPLACED PROMPTLY BY THE CONTRACTOR.

FOR ORDERS THAT THE STATE REQUESTS EXPEDITED SHIPPING ON (NEXT DAY OR 2ND DAY DELIVERY) GOVCONNECTION WILL CHARGE THEIR DISCOUNTED SHIPPING COST WHICH WILL BE ADDED TO THE INVOICE. FOR ORDERS THAT ARE CLASSIFIED AS HEAVY OR DIMM, GOVCONNECTION WILL ADD SHIPPING CHARGES TO THE INVOICE AT THEIR DISCOUNTED SHIPPING COST. HEAVY SHIPMENT IS DEFINED AS A SINGLE ITEM OVER 150 LBS. DIMM IS DEFINED AS A PACKAGE THAT HAS A LARGE SIZE TO WEIGHT RATIO. ANY EQUIPMENT RETURNED BY THE SOV WILL BE 100% COMPLETE, AND CONTAIN ALL ORIGINAL BOXES AND PACKING MATERIAL, HAVE ORIGINAL UPC CODES ON MANUFACTURERS PACKAGING, CONTAIN ALL BLANK WARRANTY CARDS, ACCESSORIES, AND DOCUMENTATION PROVIDED BY THE MANUFACTURER.

INVOICING: ALL INVOICES ARE TO BE RENDERED BY THE CONTRACTOR IN DUPLICATE ON THE VENDOR'S STANDARD BILLHEAD AND FORWARDED DIRECTLY TO THE INSTITUTION OR AGENCY ORDERING MATERIALS OR SERVICES. INVOICE DETAIL WILL INCLUDE THE FOLLOWING INFORMATION: DESCRIPTION, MODEL, VERSION, and SERIAL NUMBER; SMARTNET DETAIL WILL INCLUDE DETAIL FOR SERVICE/SUPPORT THAT IS TIED TO A SPECIFIC PIECE OF HARDWARE, AND SMARTNET EXPIRATION DATES.

DEFAULT: IN CASE OF DEFAULT OF THE CONTRACTOR, THE STATE MAY PROCURE THE MATERIALS OR SUPPLIES FROM OTHER SOURCES AND HOLD THE CONTRACTOR RESPONSIBLE FOR ANY EXCESS COST OCCASIONED THEREBY, PROVIDED, THAT IF PUBLIC NECESSITY REQUIRES THE USE OF MATERIALS OR SUPPLIES NOT CONFORMING TO THE SPECIFICATIONS THEY MAY BE ACCEPTED

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
United States

## CONTRACT



**Vendor ID 0000011712**  
**GovConnection**  
**706 Milford Rd**  
**Merrimack NH 03054**  
**United States**

<b>Contract ID</b> 0000000000000000000017830		<b>Page</b> 3 of 4
<b>Contract Dates</b> 07/08/2010 to 07/31/2012		<b>Origin</b> CPS
<b>Description:</b> NETWORKING EQUIPMENT AND SERVI		<b>Contract Maximum</b> \$9,999,999.00
<b>Buyer Name</b> McIntyre,John	<b>Buyer Phone</b>	<b>Contract Status</b> Approved

**Phone #:**

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
--------	---------	-----------	-----	------------	---------	---------

AND PAYMENT THEREFORE SHALL BE MADE AT A PROPER REDUCTION IN PRICE.

USAGE REPORTING: CONTRACTOR WILL BE REQUIRED TO SUBMIT QUARTERLY PRODUCT SALES REPORTS. THESE REPORTS WILL COVER THE FOLLOWING TIME PERIODS, AND MUST BE SENT TO THE PURCHASING AGENT NO MORE THAN FIFTEEN (15) DAYS AFTER THE END OF THE IDENTIFIED REPORTING PERIOD: EACH REPORT MUST CONTAIN THE FOLLOWING INFORMATION: CONTRACT NUMBER, THE USING DEPARTMENTS ADDRESS, CONTACT NAME AND TELEPHONE NUMBER, PRODUCT ORDERED, QUANTITY ORDERED, QUANTITY SHIPPED, PRICE CHARGED WITH TOTALS FOR EACH PRODUCT FOR EACH REPORT PERIOD.

REPORTING PERIODS: THE FIRST REPORT MUST BE RECEIVED BY THE END OF THE FIRST QUARTER AND QUARTERLY THEREAFTER IN ACCORDANCE WITH THE FOLLOWING SCHEDULE:

REPORTING PERIOD: JANUARY 1 - MARCH 31 \*\* REPORT DUE: APRIL 15

REPORTING PERIOD: APRIL 1 - JUNE 30 \*\* REPORT DUE: JULY 15

REPORTING PERIOD: JULY 1 - SEPTEMBER 30 \*\* REPORT DUE: OCTOBER 15

REPORTING PERIOD: OCTOBER 1 - DECEMBER 31 \*\* REPORT DUE: JANUARY 15

THIS CONTRACT IS ALSO ISSUED ON BEHALF OF THE VERMONT STATE COLLEGES INC., A SEPARATE CORPORATION, HAVING UNDER ITS JURISDICTION CASTLETON STATE COLLEGE, JOHNSON STATE COLLEGE, LYNDON STATE COLLEGE, COMMUNITY COLLEGE OF VT AND THE VERMONT TECHNICAL COLLEGE. THIS ALSO APPLIES TO THE UNIVERSITY OF VERMONT.

POLITICAL SUBDIVISIONS AND INDEPENDENT COLLEGES OF THE STATE MAY PARTICIPATE IN THIS CONTRACT AT THE SAME TERMS AND CONDITIONS,

AGENCIES & DEPARTMENTS ARE REQUESTED TO ADVISE THE PURCHASING AGENT AT ONCE OF THE FAILURE ON THE PART OF THE CONTRACTOR TO FULFILL ANY OF THE TERMS OR CONDITIONS OF THIS CONTRACT. PLEASE REFER TO THE ASSIGNED CONTRACT NUMBER / PURCHASE ORDER # ON ALL CORRESPONDENCE, DELIVERY DOCUMENTS AND INVOICES.

CUSTOMER SATISFACTION SURVEY: TO HELP US UNDERSTAND HOW WE CAN BETTER SERVE YOU, WE ARE INTERESTED IN RECEIVING YOUR COMMENTS REGARDING THE QUALITY OF SERVICE YOU RECEIVED IN YOUR MOST RECENT INTERACTION WITH THE DEPARTMENT OF BUILDINGS & GENERAL SERVICES (BGS). PLEASE COMPLETE THE ON-LINE CUSTOMER COMMENT FORM AT:  
[http://www.bgs.state.vt.us/forms/bgs\\_surveys/index.php?type=customer&action=customer](http://www.bgs.state.vt.us/forms/bgs_surveys/index.php?type=customer&action=customer)

ITEMS FURNISHED TO POLITICAL SUBDIVISIONS AND INDEPENDENT COLLEGES WILL BE BILLED DIRECTLY TO AND PAID FOR BY THE POLITICAL SUBDIVISIONS OR INDEPENDENT COLLEGES AND NEITHER THE STATE NOR ITS COMMISSIONER OF BUILDINGS & GENERAL SERVICES PERSONALLY OR OFFICIALLY ASSUMES ANY RESPONSIBILITY.

CONTACT INFORMATION: TO PLACE ORDERS CONTACT :

- ANGELO MULLEN AT 800-800-0019 X33129 [amullen@govconnection.com](mailto:amullen@govconnection.com) OR

- KRIS WOODINGTON AT 800-800-0019 X 75548 [kwoodington@govconnection.com](mailto:kwoodington@govconnection.com) OR

GO TO THE GOVCONNECTION WEB SITE AT <http://www.govconnection.com/vermontcisco>

# State of Vermont

Buildings and General Services  
Office of Purchasing & Contracting  
10 Baldwin St  
Montpelier VT 05633-7501  
United States

## CONTRACT



**Vendor ID 0000011712**  
**GovConnection**  
**706 Milford Rd**  
**Merrimack NH 03054**  
**United States**

<b>Contract ID</b> 0000000000000000000017830		<b>Page</b> 4 of 4
<b>Contract Dates</b> 07/08/2010 to 07/31/2012		<b>Origin</b> CPS
<b>Description:</b> NETWORKING EQUIPMENT AND SERVI		<b>Contract Maximum</b> \$9,999,999.00
<b>Buyer Name</b> McIntyre,John	<b>Buyer Phone</b>	<b>Contract Status</b> Approved

**Phone #:**

Line #	Item ID	Item Desc	UOM	Unit Price	Max Qty	Max Amt
--------	---------	-----------	-----	------------	---------	---------

WE THE UNDERSIGNED PARTIES AGREE TO BE BOUND BY THIS CONTRACT

By the STATE of VERMONT

By the CONTRACTOR

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Email: \_\_\_\_\_

Email: \_\_\_\_\_